Anthem Blue Cross
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anthem.com/ca

Discover all you have access to

with your Northrop Grumman health plan

Look inside to learn more

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Your health Your tools

Get the most out of your Northrop Grumman health plan

Visit anthem.com/ca

The Blue Distinction Specialty Care Program — expert care for less

Hospitals are named as Blue Distinction Centers based on certain criteria. These hospitals are selected for their expert health care team, the number of times they've done a procedure and their track record in specialized care. You deserve peace of mind when you make important health care choices with your doctor. Having access to the Blue Distinction Centers and Blue Distinction Centers+ makes these choices simpler.

Getting care when you need it

You could save time and money if you know where to go when you need care. If your doctor isn't available, choose from the options below. They often take less time than the ER and cost about the same as a doctor visit. Plus, most are open weeknights and weekends. Not all facilities and types of care are available in all areas.

Retail health clinic. This is staffed by health care experts who give basic health care services to "walk-in" patients. It's often inside a major pharmacy or retail store.

Walk-in doctor's office. This doctor's office doesn't require you to be an existing patient or have an appointment. The office handles mostly routine care and common illnesses.

Urgent care center. This has a group of doctors who treat conditions that aren't as serious as emergencies but should be looked at right away. This center can often do X-rays, lab tests and stitches.

To find a doctor, retail health clinic or urgent care center in our network, go to anthem.com/ca. Select **Find a Doctor** and follow the numbered steps.

When to use the ER

Always call 911 or go to the ER if you think you could put your health at serious risk by delaying care.

Imaging and sleep management program

When you need imaging services like MRIs and CT Scans or a sleep study, we can help you get quality service at a lower cost.

Imaging services. If your doctor refers you to an imaging provider, Anthem will review the referral. If there are more cost effective, quality choices, we'll call to let you know what they are. You can go with your doctor's referral or with one of the imaging providers we suggest.

Sleep studies. If your doctor refers you for a sleep study or any sleep-related equipment or supplies, your doctor should call Anthem before you have any tests done or supplies sent to you. Depending on your health, you may be able to do the study in your home.

Anthem will discuss the guidelines with your doctor and provide instructions on where to get materials and supplies to do your sleep study at home.

Your doctor needs to call the number on the back of your card to request your participation in these programs: **High Tech Imaging/Sleep Mgmt 1-888-953-6703**.

Health Record — your health history in one secure location

Keep your health records organized, secure and easy to find for emergencies and everyday use. Enter your information such as dates of shots (vaccines), tests and screenings, prescription and over-the-counter drugs, health conditions and more. Print and share with your doctors to help avoid potential drug interactions and duplicative tests and procedures.

To use Health Record:

1. Log in at anthem.com/ca.
2. Select **Health & Wellness**.

Health Assessment — your first step to a healthier lifestyle

Understand your health, your health risks and what you can do to enjoy a healthier life. Fill out a confidential survey of your health and health care status. Then get a health assessment score and risk profile based on your answers. You also get tips to help you get healthier.

To take the Health Assessment:

1. Log in at anthem.com/ca.
2. Select **Health & Wellness**.

Live better and save money with easy-to-use health tools

Improve your health and well-being with tools that keep you informed, in control and at your healthy best. Just log in at anthem.com/ca.

You'll find exciting tools to help you take charge of your health and reach your goals. You'll also get personalized information and a better understanding of your benefits. All you need is your ID number from your member ID card.

To register online:

1. Go to anthem.com/ca.
2. Select **Register Now** and follow the instructions on the screen.

Estimate Your Cost

Did you know that hospitals and other providers charge different amounts for the same services? Know the cost before you get care. Getting an estimate based on your benefits can help you choose a provider that fits your budget.

To search for your cost:

1. Log in at anthem.com/ca and choose **Estimate Your Cost**.
2. Select a category from the drop-down menu.
3. Select a procedure. (For some procedures, only a quality comparison is available.)
4. Make sure your name and location are correct. Then Select **Search**. Follow the prompts to see the estimate.

Use our tools on the go with our free mobile app

It's fast, easy and secure. Use your smartphone to find a doctor or an urgent care center near you. Look up claims or access a digital version of your member ID card.

Register now at anthem.com/ca. You will need your username and password to use the mobile app.

Manage your health care with our mobile app

Use our mobile app to help you take care of your health.

1. Go to the app store on your smartphone or mobile device.
2. Search for Anthem Blue Cross.
3. Select the app. Start the free download.

To use the mobile application, you must be registered on our secure member site and have a username and password. If you are an Anthem Blue Cross member but have not registered online, go to anthem.com/ca from your computer and select **Register Now**.

Find a doctor online

Many of you go to our website to find a doctor. It's a quick and easy process, and we're always working to make it even better for you. Here's how you can get information about doctors in your area.

1. Log in to anthem.com/ca and select the coverage type. Choose **Continue**.
2. Under *Useful Tools* on the right, select **Find a Doctor** and choose what kind of doctor or health professional you want to find.
3. Enter your city and state or ZIP and choose **Search**.

If Anthem is your pharmacy benefit administrator, always choose the National PPO/BlueCard PPO plan when searching. This gives you a longer list of providers and pharmacy access is not limited by your medical plan.

To search for doctors, hospitals, pharmacies and more from your mobile, go to anthem.com/ca.

Health Assistant

The Health Assistant is an online tool that can help you make positive changes in these areas:

- Weight loss.
- Nutrition.
- Exercise.
- Quitting smoking or tobacco use.
- Stress management.
- Emotional health.

Choose activities and weekly targets to help you, step by step, meet your overall goal. Your Health Assistant tracks your progress and encourages you to keep going. Plus, your Health Assistant gives you a wealth of information to help you succeed week after week.

As your health evolves, you can change your goals and activities with just a click. Your Health Assistant will be there every step of the way with a fun, interactive, online experience that caters to your needs and motivates you to strive for your best health.

Meet your Health Assistant today!

- Log in to anthem.com/ca.
- Choose **Health & Wellness**.
- Select **Wellness Tool Kit**.

Our integrated health model for health and wellness

Everyone has different health needs and learning styles. Whatever yours are, we're here to help. We offer a wide range of health and wellness programs designed to improve your health and reduce your cost. From online resources to personal attention from registered nurses, we help you to be more engaged in your health and to make more informed health care decisions.

Our programs offer coaching support, advice and medical guidance. We focus strongly on prevention but also provide resources to help you manage chronic conditions such as asthma and diabetes. Our goal is to give you the tools you need to take control of your health.

24/7 NurseLine℠

A nurse is just a phone call away — toll-free, anytime, day or night. Talk to our nurse coaches about general health issues. Ask questions for your peace of mind and well-being. Can you treat a health problem at home? Do you need to see your doctor? Or should you head straight to the emergency room? Making the right call can help you avoid needless worry and expense. And, most importantly, you can protect your health and the health of your family.

Just call the 24/7 NurseLine number on your member ID card.

Future Moms

If you're expecting a baby, Future Moms can help you have a healthy pregnancy and delivery. Future Moms is a voluntary program to help you take care of your health and your baby (future dads get help, too). Sign up for Future Moms to get:

- Toll-free, 24/7 access to a registered nurse who'll answer your questions and talk about pregnancy topics.
- A helpful book: *Mayo Clinic Guide to a Healthy Pregnancy*.
- Materials to help you handle pregnancy-related issues.
- A questionnaire to check your risk of delivering too early.
- Useful tools to help you, your doctor and your Future Moms nurse coach track your pregnancy and spot possible problems.

Get the support you need by calling the Member Service number on your member ID card. Ask to speak to a Future Moms representative.

Neonatal Intensive Care Unit (NICU)

This program provides support to families of high-risk infants. Nurses with neonatal and/or pediatric nursing experience promote the highest standards of care for NICU infants. The nurses work with you and your family throughout the NICU stay and also help you prepare for the transition when the baby goes home.

The NICU program includes:

- Help from registered nurses experienced in neonatal care.
- Assistance in level-of-care assignment.
- Discharge planning and follow-up.
- Coordination of home health needs.

If the delivery is complicated and your baby is in NICU, the hospital will contact Anthem, and a NICU nurse will reach out to you. A NICU nurse also may contact you if your pregnancy was identified as a high risk through the Future Moms program.

Behavioral Health Resource

Anthem offers behavioral health resources that provide personalized support to employees and their covered dependents. We offer proactive outreach and condition management. The programs include:

- Resource Center for 24/7 access to qualified staff, including Master's level clinicians with experience in managing crises, providing guidance and finding treatment programs, referrals, tools and resources.
- Referrals to Northrop Grumman's Employee Assistance Program, as appropriate.
- Behavioral Health Care Management, for members with serious challenges related to combined mental and physical conditions.
- ConditionCare for depression, which provides support and resources for those who suffer from common depressive disorders.
- Northrop Grumman-designated clinical case managers, who work closely together on cases that involve both medical and behavioral health.

To contact the Behavioral Health Resource Center, call 1-866-621-0554.

Transplant nurses

Anthem's integrated health model includes help for members identified and approved for solid organ and tissue transplants. The program:

- Offers a single point of contact for all transplant-related care, from approval through six months post-transplant.
- Educates members during all phases of the transplant. This covers information about the procedure, appropriate care and depression screenings.
- Alerts members about resources such as the Blue Distinction Centers for Transplant (BDCT) facilities and transplant-specific benefits such as travel and lodging.
- Helps members work with their transplant teams to develop care plans.

ConditionCare

Do you, or someone you love, suffer from a chronic health condition? We can help you get more out of life. Our ConditionCare nurses help people of all ages manage the symptoms of asthma and diabetes. And our nurses work closely with adults who have chronic obstructive pulmonary disease (COPD), heart failure or coronary artery disease. With ConditionCare, you'll get the information you need to feel your very best — day after day. Our ConditionCare nurses get information from you and your doctor to create a personalized care plan just for you.

MyHealth Advantage

MyHealth Advantage is a free service that helps keep you and your bank account healthier. Here's how it works: We review your health claims to make sure your health care is on track. Plus, we find out if we can save you any money. We check what drugs you're taking and alert your doctor if we spot a potential drug interaction. We also keep track of your routine tests and checkups, reminding you to make these appointments by mailing you a MyHealth Note. MyHealth Note also summarizes your recent claims. From time to time, we offer tips to save you money on prescription drugs.

SpecialOffers@Anthem℠ — discounts on health-related products and services

Enjoy members-only discounts on vitamins, health and beauty products, chiropractic care, acupuncture and massage therapy. Also save money on LASIK eye surgery, eyeglass frames and contact lenses, hearing aids and services, fitness center memberships, Jenny Craig® and Weight Watchers® weight-loss programs. You also get access to LifeMart, one of the largest members-only discount shopping websites, and more.

To get your discounts:

1. Log in at anthem.com/ca.
2. Select **Discounts**.

MyHealth Coach

MyHealth Coach is a free program offering one-on-one help, tools and educational resources to help you reach your health goals. Whether you need a hand managing a health condition or just want to feel better, MyHealth Coach can help you lose weight, exercise more, eat better or quit smoking. Health coaches are ready to help you anytime at our 24/7, toll-free phone number. They can give you and your covered dependents the resources and information to improve your health while helping you follow your doctor's advice.

To learn more about MyHealth Coach, call the Member Service number on your member ID card.

ComplexCare

You may need ComplexCare if you have health issues that could mean frequent or high levels of care. A ComplexCare nurse can work with you, your family, your doctors and other experts to take care of your health and avoid costly hospital admissions. A nurse will contact you if you are eligible for the program.

With ComplexCare, you get 24-hour, toll-free access to nurses for health education, along with preventive care and lifestyle coaching. The nurses can help you:

- Make better health decisions.
- Coordinate care between doctors and other health care services.

To learn more, log in at anthem.com/ca or contact the Member Service number on your member ID card.

BlueCard Worldwide® — your passport to health care outside the U.S.

As an Anthem Blue Cross member, you take your health benefits with you when you travel outside the U.S. Through the BlueCard Worldwide Program, you can get help finding doctors and hospitals in nearly 200 countries and territories around the world.*

What you should know:

1. Before you leave the U.S., call the Customer Service number on your ID card for details about your coverage. Benefits may be different outside the country.
2. Always carry your ID card.
3. In an emergency, go to the nearest doctor or hospital.
4. If you end up in a hospital, call the Blue Card Worldwide Service Center at 1-800-810-BLUE (2583), or call collect at 1-804-673-1177. The lines are open 24 hours a day, seven days a week. Representatives can help you set up a doctor visit or hospital stay.
5. If you need precertification or pre-authorization, call the Customer Service number on your ID card.

*Blue Cross and Blue Shield Association, *Coverage Home and Away,* (accessed June 2013): bcbs.com/already-a-member/coverage-home-and-away.html.

WebMD®

WebMD is a tool that offers information about medical conditions and other health topics. Get guidance from a trusted source with information that's customized for our members. Topics range from exercise tips to asthma symptoms to cancer treatments.

Check out a list of helpful topics:

1. Go to anthem.com/ca.
2. Select **Health & Wellness** and look under *Health Topics.*